



## ***Provider Interview Results***

# **Services for Children with Serious Emotional Disturbances**

# ***Provider Profile*** **Report Card**

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*for the*

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## TABLE OF CONTENTS

Introduction	2
Organizations Profiled in This Report	2
Consumers Profiled in This Report	2
Preparing the Report Card	2
Reading the Report Card	3
Information Pertaining to All Providers	4
Disclaimer	5
Adult and Child Mental health Center	6
BehaviorCorp	7
The Bowen Center	8
Center for Behavioral Health	9
The Center for Mental Health	10
Children's Bureau	11
Community Mental Health Center	12
Comprehensive Mental Health Services	13
Cummins Mental Health Center	14
Dunn Mental Health Center	15
Edgewater Systems for Balanced Living	16
Our County Comprehensive Mental Health Center	17
Gallahue Mental Health Center	18
Grant Blackford Mental Health Center	19
Hamilton Center	20
Howard Community Hospital	21
LifeSpring Mental Health Services	22
Madison Center & Hospital	23
Midtown Community Mental Health Center	24
Northeastern Center	25
Oaklawn	26
Park Center	27
Porter Starke Services	28
Quinco Behavioral Health Systems	29
St Margaret Mercy Health Care	30
St Vincent Hospital & Health Care Center	31
Samaritan center	32
Southern Hills Counseling Center	33
Southlake Center for Mental Health	34
Southwestern Indiana Mental Health Center	35
Swanson Center	36
Tri-City Community Mental Health	37
The Villages of Indiana	38
Wabash Valley Hospital	39

## **Introduction**

This Hoosier Assurance Plan Provider Report Card presents information about public mental health services for consumers and their family members. The information presented in this report is intended to help the residents of Indiana choose mental health services that meet their needs.

## **Organizations Profiled in this Report**

The Division of Mental Health (DMHA) contracted with 34 mental health service organizations to provide services to children with Serious Emotional Disturbances (SED) in 2000. These organizations are called Managed Care Providers (MCP) and each received DMHA funding. Obviously, there are other agencies that provide mental health services for children, but they do not receive managed care funding through DMHA. Because no two providers deliver services in exactly the same way, the 34 profiles presented in this report are intended to capture the specific ways that each provider delivers services for children with serious emotional disturbances.

## **Consumers Profiled in this Report**

This report presents information about services for children with Serious Emotional Disturbances. According to the Division of Mental Health, “serious emotional disturbance” means the:

1. Child has a mental illness diagnosis as found in the American Psychiatric Association’s Diagnostic and Statistical Manual;
2. Child experiences significant functional impairment in at least one of the following areas: a)activities of daily living, b)interpersonal functioning, c) concentration, persistence, and pace, d) adaptation to change;  
and
3. Duration of the disorder has been, or is expected to be, in excess of 12 months or the child has experienced a situational trauma and is receiving services in two or more community agencies.

## **Preparing the Report Card**

This report card displays the information collected during interviews conducted with each Indiana managed care provider of mental health services during the summer of 2000 and updated during telephone conversations in the spring of 2001. Interviews were conducted by a team comprised of primary and secondary consumers, a graduate social work student, and Professors Carol Hostetter and Rebecca Van Voorhis, IU social work faculty members. Assistance in developing the interview questions was provided by leaders of both Key Consumer Group and NAMI. Dr. Rebecca Van Voorhis, Associate Professor at the Indiana University School of Social Work, provided project leadership and prepared this report. She recognizes the valuable contribution of the following consumers and graduate students in completing this project:

Meagan Siersma, Mary Person, Anne Murphy, Mike Maloney, Veronica Macy, Mariann Killgo, Phyllis Hamilton, Debi Hayworth, Betty Dragoo, Stephanie Boys, and Sheila Adsit.

Information collected during the interviews has been organized into one full-page summary for each provider. Each provider had the opportunity to review a draft of their organization's summary and suggest revisions to the summary. Most revisions were incorporated into this final report.

## **Reading the Report Card**

Each provider's profile report has been divided into the following sections:

- Distinguishing Services
- Services for Families
- Non-Affiliated Psychiatrist
- Consumer Feedback
- Treatment Teams

### **Distinguishing Services**

This major section of each provider's profile report is based on information that was provided about their organization's services. Particular attention to responses where they were asked to describe "the major programs or services that your organization offers for children with serious emotional disturbances" and "2 or 3 things that you believe make your organization stand out as a provider of services for children with serious emotional disturbances."

### **Services for Families**

Because children's serious emotional disturbances often affect not only the child but also the child's family, this section of the profile presents information about education, treatment, and support services offered for families.

### **Non-Affiliated Psychiatrist**

Although many children are treated by the provider's staff psychiatrists, sometimes children already have been receiving care from a psychiatrist who is not affiliated with the provider. Information in this section was provided in response to interview questions that asked providers whether a child could continue being treated by a psychiatrist that is not affiliated with the provider, and if so, whether there are restrictions on the provider's services for a child with a private psychiatrist.

### **Consumer Feedback**

With the growing awareness in the business world of the importance of consumer satisfaction, it is important that mental health providers strive to find out how consumers regard the mental health services that they receive. Information in this section reports what consumer satisfaction survey is used by the provider, how often children and/or their parents are surveyed, who reviews the survey results, and offers an example of an organizational change that was made in response to consumer feedback.

## **Treatment Teams**

This section provides information describing how the provider uses treatment teams in delivering services. Interview questions asked for information about the disciplines represented on a treatment team, the role of the team, team leadership, the frequency of treatment team meetings, and use of teams for assertive case management.

## **Information Pertaining to All Providers**

Information was also collected during the interviews about 1) consumer-complaint procedures and 2) transportation services for consumers. Results have not been reported in each provider's profile because few differences were found among providers in these two areas. Instead a description of the information that applies to all providers about 1) consumer complaints and 2) transportation services is reported in the next two sections.

## **Consumer Complaints**

All providers described very similar procedures for filing and resolving consumer complaints. Providers reported that consumers usually receive information during the initial appointment that describes how to file a written complaint with the provider as well as giving the consumer the Division of Mental Health's consumer hotline telephone number. Every provider reported that when a complaint is filed, staff responds immediately and seeks to resolve the complaint within 24 to 48 hours. Written records of complaints and their resolution are kept by all providers. When asked to describe "the last 2 complaints that have been filed and resolved" providers overwhelmingly described billing issues or consumer dissatisfaction with a specific staff member. Billing complaints generally resulted in the contested fee being 'written off' by the provider. Complaints about a specific staff member were usually resolved by meetings among the consumer, the staff member, and the staff member's immediate supervisor to address the consumer's complaint. Providers reported that some complaints can best be resolved by transferring the child to a different staff member, and this is done as long as this is appropriate for the child's treatment.

## **Transportation Services**

Transportation services help children and their families who do not have access to a car or public transportation to be able to receive mental health treatment. Each provider was asked several questions about transportation services for consumers. All providers offer transportation to consumers, usually through a "fleet" of vans. Typically, van transportation was provided for children in a specific program, such as partial hospitalization. All providers also sometimes assist individual children or their families with transportation to appointments in the community. Transportation for an individual consumer is usually provided by the child's case manager using the case manager's car.

## **Disclaimer**

All information in each provider's profile was collected from members of the provider's staff who usually were staff with administrative responsibilities for programs and services. No information presented about providers was collected from children or their families. While consumers from KEY consumer group and family members from NAMI participated in developing the questions used in the provider interviews and were represented on the interview team, none of the information in this report has been validated with data collected from consumers about the quality of the provider's services. Furthermore, the presence of members of KEY and NAMI in the data collection process for this report does not constitute an endorsement of any provider.

**Adult & Child Center  
8320 Madison Avenue  
Indianapolis, IN 46227  
317-882-5122  
CEO Robert Dunbar**

### **Distinguishing Services**

Adult & Child Center has a long history of child and youth services, and this population now represents about half of its clientele. Most services are based in the community, wrapping around the child and family.

Family Preservation and home-based teams provide home-based case management and intensive therapy for families of children who are referred by county Offices of Family and Children and other agencies.

For children with serious emotional disorders whose families cannot manage their care, Adult and Child provides therapeutic foster care. Referrals are received from the OFC, Courts, and agencies in 5 counties. In this program, Adult and Child provides case management and therapy to the child and to both the child's biological and foster parents with the goal of reunifying the child with her or his biological family. In addition, Adult and Child staff supervises family visitations for children who are receiving services in several of their programs.

The agency operates several innovative programs including the Basta Domestic Violence Project, which provides housing and supportive services for women and their families who have experienced severe domestic violence. The Johnson County ACT team is a community-wide effort to coordinate services for at-risk children and their families and includes a Healthy Families initiative. Healthy Families provides coordinated mental health and public health services to prevent health problems for families. Adult & Child Center is one of the few agencies providing mental health services in Head Start settings and also supports early intervention programs for at risk infants.

Inpatient and partial hospitalization services are contracted with Community Hospitals of Indianapolis.

### **Services for Families**

Individual practitioners give families information about serious emotional problems and child development. They also teach parents various skills to use in responding to their child and link parents to resources that are needed for their child.

Parent Education Groups are offered in several Adult and Child offices. Staff present information about effective parenting to these groups that typically meet for several weeks.

Adult and Child provide training for foster parents and offer a weekly support group for foster parents who provide therapeutic foster care.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Adult and Child can receive any services that Adult and Child offers.

### **Consumer Feedback**

For two weeks each quarter, ACMHC distributes the MHCA client satisfaction survey to all adolescents and parents of children receiving services. Survey responses are reviewed by the clinical and executive leadership and the Director of Quality Improvement. Satisfaction survey results are also published in the agency newsletter.

### **Treatment Teams**

Weekly staffing to review cases is attended by the case managers and masters level clinicians, and are led by the psychiatrist. Each client has a case manager with primary responsibility for assessing, planning, and carrying out treatment with oversight by the master's level supervisor and psychiatrist. Each client's progress is reviewed by the treatment team at least every 60 days, and many are reviewed more often to ensure treatment effectiveness.

**BehaviorCorp**  
**697 Pro-Med Lane**  
**Carmel, IN 46032-5323**  
**317-574-1252**  
**CEO Larry Burch**

### **Distinguishing Services**

Therapists and case managers provide services to children and their families in homes and schools, including 5 Indianapolis Public Schools. Services at these IPS Schools include medication clinics to permit greater access to treatment. Last year, a day treatment program was offered at Northwest High School for a few students whose serious emotional problems prevented them from attending regular classes.

In the summer, BehaviorCorp provides camps at 3 IPS school sites. Elementary age children with serious emotional problems attend half-day sessions to help them develop skills to cope better with their problems. Families and children with emotional problems in the Hamilton County Head Start Program receive home-based treatment.

The Mentoring Program provides wrap around case management services to children who are in crisis, such as being suspended from school. Through short term intensive services, the child is stabilized so they can function at home and school.

Clinical services are also provided for the emotional problems of children in therapeutic foster care at the Children's Bureau.

Through grant funding from the Division of Family and Children, BehaviorCorp and 3 other mental health centers provide 24 hour a day youth emergency services, such as assessing abuse and providing crisis services.

BehaviorCorp collaborates with other providers in the DAWN Project to provide intensive services to children and their families that are at high risk of the child's being placed out of the home due to serious emotional problems.

Through the "Back to Home" program, BehaviorCorp and other mental health providers, offer short-term, acute services for youth who have run away from home. Services focus on establishing a safe, long term residence for the youth. Through InteCare, BehaviorCorp arranges inpatient and partial hospitalization care at Gallahue Behavioral Care for BehaviorCorp clients that require more intensive services.

### **Services for Families**

Children and their families are involved in developing the treatment plan and the treatment plan is reviewed with the child and family at least every 90 days and often at every treatment session. Some families are included in therapy, primarily to teach the family ways to respond to the child's emotional and behavioral problems. As part of therapy, families also are educated about their child's serious emotional problems.

BehaviorCorp does not offer any family group but does refer families to outside support groups, such as "Families Reaching for Rainbows," which is a support group for families with children that have serious emotional disturbances.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with BehaviorCorp can receive any services that BehaviorCorp offers.

### **Consumer Feedback**

Parents of children receiving services are given a consumer satisfaction survey to complete every other month. The Director of Child and Adolescent services reviews the report on their responses and discusses it with his staff. Feedback is also solicited from teachers in the schools where services are provided so that programs can be strengthened to meet the needs of children with serious emotional problems.

### **Treatment Teams**

Staff providing school-based services and staff providing wrap around services meets together to staff cases in which they are mutually involved. Similarly, camp staff meets to discuss cases and plan therapeutic activities. The psychiatrist or nurse practitioner often participates in the staffing, too.



**The Bowen Center  
850 North Harrison Street  
Warsaw, IN 46581  
219-267-7169  
CEO Kurt Carlson**

**Distinguishing Services**

Several kinds of outpatient services are offered for children with serious emotional problems and their families. No inpatient or residential services for children are provided by the Bowen Center. Adolescents who are out of control and need acute care for a serious emotional problem can be hospitalized in the adult unit. Bowen also has an Emergency Shelter for teenagers while they are waiting for placement and treatment of their serious emotional disturbance in a residential program.

Intensive outpatient treatment is offered for 3 age groups: 1) 4-7 year old children, 2) 8-11 year old children, and 3) 12-18 year old youth. Children participate twice a week after school in therapeutic activities.

In addition to the intensive outpatient program, traditional outpatient therapy and case management is available to children and their families in Allen, Kosciusko, Marshall, Wabash, and Whitley counties.

Through a special education cooperative partnership primarily in Kosciusko and Allen counties, services are provided at the schools for elementary and middle school students in emotionally handicapped classrooms. Treatment for these children seeks to preserve the family and prevent the child from being placed out of the home.

Therapeutic foster care is offered for children whose serious emotional problems cannot be managed by their families. In Warsaw, an Independent Living group is offered for older teens with serious emotional problems that are placed outside their homes. This group meets twice a month to support their finishing high school and help them develop skills to be able to live in their own apartment.

Last year, Bowen added a group in Warsaw for youth on probation or parole to help them with their emotional problems and to develop plans for their life. It is a 12 week program with a weekly group meeting and a weekly individual meeting in the home of the youth.

**Services for Families**

During the assessment of the child's emotional problems, Bowen staff explains what the family can do to work with the staff during the treatment process and may involve the family in specific aspects of the child's treatment.

Outpatient counseling for children requires parents to participate. They often are involved in the first three appointments before a child will receive individual counseling.

Home-based services include the parents or other family members as needed to adequately treat the child's emotional problems.

In addition to working with families during the treatment process, Bowen staff often try to involve informal supports, such as teachers or coaches, to insure that the child has adequate support when the treatment provided by Bowen staff ends.

Last year, Bowen added a program for parents of children with serious emotional problems to teach the parents the skills of 'active parenting.' They also offer an educational program on parenting for parents who are getting a divorce.

Family Group is not offered by the Bowen Center. In the past they held biweekly parent nights and provided childcare, but these parent nights were discontinued because parents did not attend.

**Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with the Bowen Center can receive any services that Bowen offers.

**Consumer Feedback**

Once a quarter, the parent or guardian of each child that is receiving services is given the "Client Writes" consumer satisfaction survey to complete. Survey results are reviewed by managers, staff committees, and the board.

**Treatment Teams**

Staff in each county meets weekly with the clinical director to staff cases, particularly the more complex and difficult cases.

**Center for Behavioral Health  
645 South Rogers  
Bloomington, IN 47403  
812-339-1691  
CEO Dr. Dennis Morrison**

**Distinguishing Services**

The Center for Behavioral Health offers an array of outpatient services for children with serious emotional disturbances and their families. These include psychological testing, psychiatric services, individual, family, and group therapy and partial hospitalization.

Specialized treatment is offered for children with disruptive behavior disorders, ADD/ADHD, and anxiety disorders. In addition to individual therapy and medication for children with ADD/ADHD or disruptive behavior disorders, there are behavior management modules for parents. Children with an anxiety disorder receive both individual and family cognitive-behavioral therapy.

CBH offers treatment groups for children to address areas such as social skills, problem-solving, anger management, and sexual abuse.

To support and preserve families, a CBH team of case managers and therapists provide home-based services to children with serious emotional problems and their families. Services are generally provided in the home or community and address the child and family's emotional disorders. Treatment also seeks to improve the family's ability to cope with multiple stresses and ensure the children's safety.

CBH provides 3 levels of substance abuse services for youth, aged 12-17. A substance education class provides information for teens who have had limited use of substances. The adolescent Brief Intensive Group (BIG) helps teens and their parents determine if substances are a problem and how to handle future choices about substances. CBH offers an adolescent Intensive Outpatient Program (IOP) for teens with serious substance use problems. The IOP assists youth and their families develop a plan for recovery.

Children and youth needing inpatient or residential care are referred to facilities, such as Bloomington or Meadows Hospitals or the Fresh Start Residential Program.

**Services for Families**

Outpatient counseling for children often involves the parents in family therapy. Family treatment typically assists the parents with behavior management techniques that aid in helping their child to manage her or his emotional problems.

Home-based services include the parents or other family members as needed to adequately treat the child's emotional problems and help maintain the child in the family home.

A Parent Brief Intensive Group (BIG) is offered to help parents examine the effects of their substance use on their children.

CBH offers parent education groups to help parents develop behavior management skills. Families are sometimes referred to community support groups to gain support and education about treatment for their child's emotional problem. One example of a community support group is CHAD which offers education and support for ADD and ADHD.

**Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with the Center for Behavioral Health can receive any mental health service except psychiatric treatment, because that would duplicate services.

**Consumer Feedback**

At the end of each quarter, CBH mails out a consumer satisfaction survey to parents of each child that began treatment during the quarter. Last year about 10 percent of those receiving the survey completed and returned it. Survey responses are reviewed by the CBH Director of Research and the program manager for Child and Adolescent Services who also shows the survey results to staff members. Consumer satisfaction ratings are also reviewed by the CBH Board of Directors annually.

**Treatment Teams**

Treatment staffing includes the masters' level clinicians, case manager, director of child and adolescent services and are led by the psychiatrist. Cases are discussed at weekly staffing.

**Center for Mental Health  
1100 Broadway  
Anderson, IN 46012  
765-649-8161  
CEO Richard DeHaven**

### **Distinguishing Services**

The Center for Mental Health provides an array of outpatient services for children with serious emotional disorders and their families. Children and adolescents who need inpatient or partial hospital treatment are treated by St. John's Hospital through a subcontract that CMH has with the hospital.

Case management coordinates services, assists children and their families through crises, and offers skills training. Case management provides these services primarily in the child's home.

CMH works with other service providers through the Madison Coordinating Council to plan for difficult cases and develop specialized arrangements that meet the child's needs. These intensive comprehensive services are intended to reduce out of home placements and permit the child to remain with their family in the community.

CMH is licensed to place children and youth in therapeutic foster care. Most clients are referred by DFC or the Juvenile Court for foster care because the child's family is unable to manage the child's serious emotional problems.

CMH offers several types of groups for children and youth, including a weekly group for youth that are abusing drugs. Other groups include anger management and self-esteem with separate groups for children and adolescents.

### **Services for Families**

Families of all children receiving treatment are required to participate in treatment. Families meet individually with the child's therapist and sometimes participate in family therapy. The psychiatrist also sees the child and parent or caregiver together when planning or reviewing the child's treatment.

CMH offers a parenting group which is led by a masters level clinician. The parenting group helps families develop skills to parent their child and help the child manage their emotional disorder. Once a quarter, CMH offers a multi-family group session that engages families in a wide variety of recreational and therapeutic activities.

CMH has been involved as a sponsor of a parent support group that is called Federation of Families. This support group is led by a parent and meets periodically so that families can support each other in caring for children with serious emotional disorders.

### **Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with the Center for Mental Health can receive any service that CMH offers.

### **Consumer Feedback**

Once each quarter, each child's parent receives the "Client Writes" survey and CMH reports a 45% rate of return. The survey results are reviewed by managers and the CMH Quality Council. They are also posted for consumers to read. An internal survey of 3 questions is also used with children of all ages to get feedback about their treatment experience.

### **Treatment Teams**

Most children receive services from a therapist, case manager, and psychiatrist. Therapists, case managers, and the psychiatrist meet weekly to staff cases and coordinate services. In addition to these weekly staffing, services for an individual child are often discussed by the therapist and case manager, and they may confer with the psychiatrist about medication.

**Children's Bureau  
615 North Alabama Street  
Indianapolis, IN 46204  
317-264-2700  
CEO Ron Carpenter**

### **Distinguishing Services**

The Children's Bureau uses a holistic, integrative approach to meet the needs of families that have a child with a serious emotional disability. Thus, they provide medications for the child; they help families needing financial assistance to meet basic needs, such as housing; and they offer respite care for children at the Family Support Center.

The Children's Bureau also offers residential services for children and youth by placing them in group homes or with foster families. For families with children in crisis, the Children's Bureau provides emergency shelter at Family Place. Outpatient counseling is also provided for children and their families.

Case management services assist children with serious emotional disorders and their families to resolve crises and obtain services and resources that are needed to treat the child's emotional problems. Through the Children's Bureau's holistic approach to home-based treatment, most children with serious emotional disorders are being maintained in the community.

### **Services for Families**

Family counseling is always provided for parents whose child is receiving mental health services. Family counseling can be done in either the family's home or a Children's Bureau office.

The Family Care Program offers education for families about such things as values, drugs, gangs, and anger. Parents and children meet in separate groups for 6 sessions. The sessions are conducted by master's level counselors and are held one Saturday per month for 6 months. During the program, families often build relationships with other families which provides them with support as well as education. The child's individual case worker also provides education for the family to help them understand their child's emotional problems and treatment.

### **Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with the Children's Bureau can receive any service that the Children's Bureau offers. Children needing residential care in a secure facility are usually under the care of the Children's Bureau psychiatrist.

### **Consumer Feedback**

One week each quarter, a random sample of the parents or guardians of children that are receiving services are given a consumer satisfaction survey to complete and return in a sealed envelope. Survey results are reviewed by the vice-president and managers and discussed at staff meetings.

### **Treatment Teams**

Each child has a primary staff member that provides needed services, not a team made up of staff from several disciplines. However, problems or issues in a child's treatment will be staffed with a multi-disciplinary team.

**Community Mental Health Center  
285 Bielby Road  
Lawrenceburg, IN 47025  
812-537-1302  
CEO Joseph Stephens**

**Distinguishing Services**

Inpatient care is available for adolescents experiencing an acute period of emotional disturbance. Partial hospitalization programs are offered for children and adolescents whose emotional problems do not require inpatient hospitalization. Intensive day treatment programs are offered for preschool and elementary school children as well as adolescents. The partial hospital program provides both therapeutic and educational activities for children and adolescents whose emotional problems interfere with their participation in school.

School based services are provided at Laurel elementary in Franklin County and at several schools in Dearborn County. CMHC staff also works with the Special Education Co-op to provide treatment for individual special education students whose emotional problems are interfering with their classroom behavior.

Directions provide educational programs in the schools (which ones?) to help children recognize and get help for sexual or physical abuse. Trained volunteers also offer assistance to youth that have been sexually assaulted and call the Directions hotline.

Case managers provide home-based services to children with serious emotional problems and their families to preserve families and help maintain the child in the family home.

**Services for Families**

Families are included in the initial assessment of the child and the treatment plan identifies ways that families will be included in the child's treatment.

CMHC offers a group for parents providing therapeutic foster care. A clinician leads the monthly meetings on topics such as oppositional behavior, attachment, etc.

**Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with CMHC can receive any service that CMHC offers.

**Consumer Feedback**

On the first day of each month, parents of children and adolescents that are receiving services receive a CMHC satisfaction survey. Survey responses are analyzed by the Director of Performance Measures and reviewed by the "Improving Organizational Performance" group and the Leadership group in the Youth Services division.

**Treatment Teams**

There are two Intensive Youth Services teams made up of case managers and therapists who meet weekly to staff cases and coordinate services for youth receiving outpatient treatment. Staff that provides services for all child and adolescent partial hospital programs meet weekly to discuss cases.

**Comprehensive Mental Health Services  
240 North Tillotson Avenue  
Muncie, IN 47304  
765-288-1928  
CEO Dr. Suzanne Gresham**

### **Distinguishing Services**

CMHS offers specialized services for children with serious emotional disturbances and their families through its Family Centered Services program. The Family Centered Services program is available in Henry and Jay Counties and is supported by contracts with the local county Offices of Family and Children. The program uses an intensive family preservation model. Children and their parents may receive services in their homes, as well as more traditional individual or family outpatient counseling. Many of the children have been placed in foster care and their treatment includes the foster parents, as well as the children's biological parents. The Family Centered Services' staff also maintains regular contact with the child's school to assure a consistent approach to the child's needs. For clients in Special Education classes, CMHS staff collaborates in the development of the child's Individualized Education Plan.

### **Services for Families**

The family is involved during a child's intake for outpatient services, and actively collaborates in the development of the treatment plan. The child's treatment plan sometimes addresses specific ways that parents can help their child reach treatment goals.

The Family Centered Services Program provides an ongoing family group that includes parents and children from several families. The group offers support for families and is designed to teach nurturing and disciplinary techniques. This group is led by 3 therapists who also provide home-based treatment for the children and their families.

CMHS also offers a group for foster parents which meets once a month. Each month, the foster parent group focuses on a specific topic, such as stress management or behavior management skills, especially techniques to manage a child's aggressive behavior.

### **Non-Affiliated Psychiatrist**

Because of the difficulty of effectively coordinating care with a psychiatrist that is not affiliated with CMHS, Family Centered Services are rarely provided to a child who is under the care of a private psychiatrist.

### **Consumer Feedback**

Twice a year CMHS conducts a satisfaction survey with all consumers. Survey data are reviewed by the Performance Improvement Director and executive staff to identify changes that would improve service.

### **Treatment Teams**

Each child is assigned to an individual therapist who has responsibility for coordinating treatment. The individual therapist staffs cases as needed with a CMHS child psychiatrist and other CMHS' staff. Staff in the Family Centered Services' program meets weekly to staff cases, and twice a month, staffs from other agencies that are involved in serving these families participate in the staffing.

**Cummins Mental Health Center**  
**6655 East U. S. 36**  
**Avon, IN 46123**  
**317-272-3330**  
**CEO Ann Borders**

### **Distinguishing Services**

Cummins offers an array of outpatient services for children and youth who are experiencing emotional problems. Individual and family counseling plus outpatient groups are offered at all 7 of the Cummins' offices. Children who need inpatient care are referred to a hospital in their community.

In Hendricks and Marion counties, the partial hospitalization program provides daily therapy and academic tutoring for 6-17 year old children whose emotional and behavior problems interfere with their performance in regular classrooms. During the summer, the partial hospitalization program provides a therapeutic camp program.

The intensive outpatient program provides 3 hours of treatment after school 3 times a week for children who's emotional and behavior problems can be managed well enough to permit them to continue attending school. Alcohol and drug education is included in the IOP to help prevent youth from using or abusing drugs.

Case management and skill building services are provided to children in homes and schools in Indianapolis, Terre Haute, and West Lafayette. Case managers link children with services, coordinate services, and assist children and their families to develop skills such as communication, conflict resolution, problem solving, and anger management.

In conjunction with Hendricks County Superior Court, Cummins offers parent education for parents who are seeking divorce and a group about divorce for their children.

Cummins' staff provides community education on topics such as violence prevention in the schools.

### **Services for Families**

Families are viewed as members of the Cummins' treatment team, and family is defined as anyone who is significant in the child's life. Child care is arranged to facilitate family involvement in treatment. Cummins offers parenting groups to help parents understand their child's behavior and specific ways to respond to their child. Groups are also offered to provide education for families and facilitate peer support through sharing of information among families. In collaboration with Hendricks County Superior Court, Cummins offers parent education for parents who are seeking divorce.

### **Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with Cummins can receive any service that Cummins offers.

### **Consumer Feedback**

Once each quarter, each child's parent receives the "Client Writes" survey and children over age 12 are also given the survey to complete. Cummins reports a 40 percent rate of return. The survey results are reviewed by the Leadership Council and changes in services are made to address problem areas. Survey feedback is also used in the organizational planning process. A recent change that occurred due to feedback from consumers was to decrease the waiting time before being seen the first time. A community needs assessment survey last year led Cummins to offer home-based, flexible wraparound services for children with complex needs.

### **Treatment Teams**

Most children have a therapist and a case manager who work with the psychiatrist to provide treatment. Together they staff the case and plan treatment when the child begins treatment. They also meet to review the child's treatment at least once every 60 days.

**Dunn Mental Health Center  
809 Dillon Drive  
Richmond, IN 47374  
765-983-8000  
CEO Richard Edwards**

### **Distinguishing Services**

Several kinds of outpatient services are offered for children with serious emotional problems and their families. No inpatient or residential services are provided by Dunn Center. Case management, individual and group treatment is available at all Dunn Center locations. Some case management and psychoeducational groups are also offered in schools in Randolph County.

Home-based services are provided for children with serious emotional or behavioral problems and their families. Through intensive treatment in the home, the goal is to preserve the family and keep the child in the home or help the child and family to reunify after the child's out of home placement ends. Children are referred for home-based treatment by schools, the Division of Family and Children, probation officers, and physicians due to abuse, neglect, or the child's emotional and behavioral problems.

The Foster Care Plus program provides therapeutic foster care for 4 – 18 year old children with a serious emotional disorder. Children are referred by the Division of Family and Children due to the child's family being unable to appropriately care for the child. Dunn therapists assist the foster parents to help the children develop the coping skills needed to carry out daily activities.

During the school year, a day treatment program is offered after school 5 days a week. Children aged 6-15 participate in day treatment up to 4 hours a day based on the child's needs. During the summer, day treatment is offered 4 days a week for 6 hours during the morning and afternoon. Day treatment consists primarily of group therapy which helps children learn how to make healthy choices and treat others fairly. Children in day treatment and their families also often receive family or individual therapy that frequently is provided in the family's home.

### **Services for Families**

Families receive information about their child's emotional disorder and are educated about how to parent a child with a serious emotional disorder.

A weekly parenting group is offered to support parents whose children are in the day treatment program. The parenting group is led by 2 staff members, and group session's focus on ways to nurture children with serious emotional disorders and other issues of importance to parents in the group.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Dunn can receive any service that Dunn offers except treatment by a Dunn psychiatrist.

### **Consumer Feedback**

Every six months, a satisfaction survey is distributed to nearly all consumers and about half complete and return the survey. Survey results are reviewed by the Chief of Employee and Community Services and have led to some changes in the past year, including expanding hours of operation.

### **Treatment Teams**

Dunn's case management teams include 4-5 case managers that are led by a therapist with a masters' degree. There are 3 teams in Wayne county and one in both Fayette and Randolph counties. Each team shares responsibilities for all cases, and individual responsibilities for consumers are regularly rotated among the case managers to insure that each case manager remains knowledgeable about the needs of all consumers assigned to the team. Contact with each consumer is based on the level of need. Consumers in the apartment cluster receive more intensive case management and remain on the same team even when they move to more independent living. Teams meet weekly and once a quarter each team meets with the psychiatrist.



**Edgewater Systems for Balanced Living**  
**1100 West 6<sup>th</sup> Avenue**  
**Gary, IN 46402**  
**219-885-4264**  
**CEO Danita Johnson-Hughes**

### **Distinguishing Services**

Edgewater offers an array of mental health services for children and youth. Treatment focuses on the family unit and outpatient counseling for children and their families uses the Functional Family Therapy approach.

ACT is the alternative school at Edgewater for Gary teenagers with emotional or behavioral problems that interfere with their performance in regular classrooms. ACT provides adolescent day treatment that includes a half day of education and a half day of therapy. Case managers also work closely with the Gary schools to identify and treat children with emotional handicaps.

Edgewater offers a Placement Diversion Program through funding from the Indiana Division of Family and Children. Children who are at-risk of being removed from their families receive therapy and case management services to keep the family together and prevent placement out of the home.

The Residential Program provides services for children whose serious emotional problems cannot be managed by their families. Residential services include 1) a group home for children referred by the Division of Family and Children who need emergency detention due to their emotional or behavioral problems, 2) a children's home where children typically reside for a year and attend public school and 3) a group home that provides semi-independent living for teenagers who are developing the skills to be able to live independently when they become 18 years old.

In conjunction with the Edgewater addictions program, an afterschool addictions prevention program is offered for 10 – 14 year old youth. Treatment is also provided for adolescents with an addiction and a serious emotional problem to stabilize their addiction and provide behavioral treatment for the emotional problem.

### **Services for Families**

Treatment is focused on the family, not just the child, and Edgewater reports that all programs for children use a family systems approach. Edgewater reports that a family member or guardian is always present during a child's intake and families are routinely included in treatment. A case manager and a therapist from the alternative school lead parenting groups that meet weekly for 8 – 10 weeks.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Edgewater can receive any service that Edgewater offers.

### **Consumer Feedback**

The "Client Writes" satisfaction survey is distributed quarterly to parents or guardians of children who receive services during the week that is designated for survey distribution. The survey data are reviewed by the Head of the Department for Child and Adolescent Services and the Associate Vice-President for Clinical Services.

### **Treatment Teams**

Edgewater reports that case managers and therapists work together in providing services.

**Four County Comprehensive Mental  
Health Center  
1015 Michigan Avenue  
Logansport, IN 46947  
219-722-5151  
CEO Larry Ulrich**

**Distinguishing Services**

Several kinds of outpatient services are offered for children with serious emotional problems and their families. No inpatient or residential services are provided by Four County Counseling. However, children who are suicidal or homicidal may be hospitalized in the Four County adult unit until more suitable care is arranged.

Traditional outpatient therapy and case management is available to children and their families in all four counties. Case managers are often actively involved with the child's school as well as working with the family in the home.

An adolescent day treatment program is offered in Logansport that provides daily after school treatment from 3:30 – 6:30 p.m. Adolescents also attend the day treatment program all day during the summer.

Behavioral services are provided in most schools in and around Logansport. Case managers assist individual children with their classroom behavior. Four County also operates the Cass County Alternative School for middle school students with serious emotional or behavior problems that interfere with their performance in the public school classrooms. Students are usually court ordered and the Family Support Center assigns them to a class at the Alternative School where they receive a half day of education and a half day of therapy. Four County also has a contract with Logansport Joint Educational Services to provide mental health services for students in the emotionally handicapped classes.

Through funding from the Division of Family and Children for the "Alternative Families for Children" program, Four County recruits and trains foster parents and monitor the children who are in placement.

**Services for Families**

Four County reports that they want parents as part of the treatment team. Case managers frequently go out to the homes of children who have serious emotional problems and work with the child and family together. Parents of students at the Cass County Alternative School are involved in treatment.

**Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with Four County can receive any service that Four County offers. The case manager will talk with the child's psychiatrist or family physician or go to the medical clinic to talk with the physician.

**Consumer Feedback**

Once a quarter the parents or guardians of children who are receiving services are asked to complete a consumer satisfaction survey. Survey data are reviewed by the Performance Quality Improvement director and shared with staff. Changes are made when feasible to address items with low scores. In the last year, client feedback led to establishing a policy to assess and place children in need of acute care in the adult unit.

**Treatment Teams**

Weekly staffing are held so that cases can be reviewed with the psychiatrist. Staffs from different program areas regularly have joint meetings to plan treatment and coordinate services from different areas for a child. For example, case managers often meet with staff in the day treatment program to discuss children who are receiving services from both areas. Similarly, children living in the AFC foster homes are often receiving day treatment, so staffs from both areas meet to coordinate services.

<p style="text-align: center;"><b>Gallahue Mental Health Center</b>  <b>6950 Hillsdale Court</b>  <b>Indianapolis, IN 46250</b>  <b>317-621-7600</b>  <b>CEO Dr. Eric Crouse</b></p> <p><b>Distinguishing Services</b></p> <p>Gallahue offers the full continuum of care for children and adolescents with serious emotional problems and strives to make the transition from one area of care to another smooth for the child and their family by collaboration among staff. To facilitate the integration of services and reduce the paperwork for families, the child's assessment form is completed once and then transferred from one treatment area to the next.</p> <p>The inpatient unit provides 5-7 day treatment to achieve crisis stabilization for the child and family. Day treatment is provided through a 14-21 day program for children and another program for adolescents with serious emotional problems that do not require inpatient care. Gallahue provides this intensive treatment both during the day and in an after school program.</p> <p>Gallahue's "Escape to Reality" program is regarded as a distinctive and innovative treatment approach. Through experiential, hands on activities in an outdoor setting, children, youth and their families are able to address problems and develop coping skills to better manage emotional difficulties.</p> <p>Therapists and case managers provide services to children and their families in homes and schools. Last year Gallahue added 40 staff to provide services in the schools for children with serious emotional problems. Mental health services are also provided for children at Lutherwood, a residential facility.</p> <p>Through grant funding from the Division of Family and Children, Gallahue and 3 other mental health centers provide 24 hour a day youth emergency services, such as assessing abuse and providing crisis services.</p> <p>Gallahue collaborates with other providers in the DAWN Project to provide intensive services to children and their families that are at high risk of the child's being placed out of the home due to serious emotional problems.</p> <p>An intensive outpatient program offers adolescent addictions treatment three times a week</p>	<p><b>Services for Families</b></p> <p>Gallahue focuses on the family, not just the child, and provides supports to help the whole family cope. Family strengths are assessed and treatment builds on what the family has been doing to support the child cope with serious emotional problems. Both the inpatient unit and the day treatment program involve families throughout the child's treatment. Last year the inpatient unit added a family care coordinator to their staff to integrate the family's involvement in treatment during the child's inpatient stay.</p> <p>Gallahue increasingly offers treatment in the child's home which makes it easier for families to be involved.</p> <p>Gallahue provides an "Active Parenting" group that educates families about ways to effectively manage their child's behavior.</p> <p><b>Non-Affiliated Psychiatrist</b></p> <p>A child that is under the care of a psychiatrist that is not affiliated with Gallahue can receive any services that Gallahue offers. The Gallahue psychiatrist confers with the outside psychiatrist when the child is receiving inpatient or day treatment services.</p> <p><b>Consumer Feedback</b></p> <p>Adolescents and parents receive the Client Writes satisfaction survey at the end of inpatient or day treatment. Once each quarter the survey is distributed to parents of children receiving school-based or outpatient services. Due to consumer feedback last year, the inpatients visiting hours were increased and more days were added when families could visit. Feedback also led to more flexible ways for families to check-in with staff, including phone contacts, instead of in person.</p> <p><b>Treatment Teams</b></p> <p>Teams include staff from several areas, such as medical, case management, and psychotherapy that are involved in providing care. Treatment provided by teams is supervised by the psychiatrist. Teams providing outpatient services meet weekly to review cases, particularly those children with the most treatment difficulties. The inpatient teams meet twice a week to review cases.</p>
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**Grant Blackford Mental Health Center**  
**505 Wabash Avenue**  
**Marion, IN 46952**  
**765-662-3971**  
**CEO Paul Kuczora**

### **Distinguishing Services**

Grant Blackford offers both inpatient and outpatient care for children with serious emotional disturbances. Last year there were few admissions to the inpatient unit for children and adolescents.

An intensive day treatment program is offered for children and adolescents whose emotional problems interfere with their being able to participate in a classroom for emotionally handicapped students. Children between the ages of 5 and 17 attend daily from 8:15 – 2:30, and the treatment program includes therapeutic and educational activities.

Intensive home-based services are provided by family behavior specialists for children with serious emotional problems. The Boystown model has been adapted to treat these children and their families. Treatment focuses on helping the family develop the skills to respond to their child's emotional needs and assist the child to appropriately manage their behavior. Initially, the family behavior specialist meets with the family 3 times a week to help them develop skills. As the parents demonstrate skills in responding appropriately to their children, the frequency of contact decreases. Family behavior specialists continue their contact with the family until the family is able to function without crises.

### **Services for Families**

Family behavior specialists discuss the child's diagnosis and explain medications to the families. They also go with the family to medication appointments with the psychiatrist. Staffs often works with the child in the home and try to involve everyone in the home in the process of changing.

Grant Blackford periodically offers an 8 week psychoeducational group for parents of children with ADHD.

### **Non-Affiliated Psychiatrist**

A child that is under the care of a psychiatrist that is not affiliated with Grant Blackford can receive any outpatient service that is offered. To receive inpatient care, the child must be treated by the Grant Blackford psychiatrist.

### **Consumer Feedback**

One week each quarter, each child who receives services is given the "Client Writes" satisfaction survey to complete. After the responses are compiled by Quality Assurance, they are reviewed by the Director of Child and Adolescent services. The director also solicits feedback through telephone calls to the families after they have been receiving services for 90 days and 1 year.

### **Treatment Teams**

All staff meets weekly with the psychiatrist to staff cases.

**Hamilton Center  
620 Eighth Street  
Terre Haute, IN 47804  
812-231-8323  
CEO Galen Goode**

### **Distinguishing Services**

Hamilton Center offers an array of mental health services for children of all ages that are integrated with other community organizations, such as schools and juvenile probation. The Healthy Beginnings program offers home-based help for parents of children from birth to age 3, to develop parenting skills. Home-based services are also available in Vigo County to families with older children. The Family Preservation program provides services to families of children referred by the court and the Family Builders program provides services to families referred by the Office of Family and Children's Services.

Hamilton Center provides mental health services in the Vigo County schools for students who are eligible for special education. They also operate an alternative school in Terre Haute for special education students in middle school and high school that have been or are at risk of being expelled. The alternative school prepares the students to return to school.

Partial Hospitalization programs are offered for both preschool and school age children with serious emotional problems. Preschool children attend 3 hours a day four days a week. School age children participate in treatment after school 2 times a week. During the summer, they offered 8 partial hospitalization groups.

An adolescent Intensive Outpatient Program offers drug education and treatment 3 nights a week for 10 weeks for youth that are addicted.

Therapeutic foster care is available for children whose families are unable to care for their emotional disabilities. Older adolescents that are in out of home placements can participate in an independent living program.

Outpatient counseling is available at all locations, including an outpatient group for adolescents that provide education about substance use.

### **Services for Families**

Hamilton Center uses a Family Preservation approach when providing home-based services for children and their families because they want to help families remain together.

Treatment planning includes families when they accompany the child for appointments. Last year, Hamilton Center added a parenting group to help parents develop the skills to respond appropriately to their children's emotional and behavioral problems. The Intensive Outpatient Program for adolescents with addictions includes a family night once a week for 10 weeks. During the family nights, education and treatment is given on family roles, communication, limiting behaviors, etc.

### **Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with Hamilton Center can receive Hamilton's services. However, when a child is receiving case management service, they also must have a Hamilton Center therapist so that continuity of care can be insured.

### **Consumer Feedback**

Parents of children receiving services are given a satisfaction survey to complete at least once a year. Data from the surveys is reviewed by the CQI manager, the Quality Leadership Forum, and the Board's Professional Affairs Committee.

### **Treatment Teams**

A child's therapist and case manager work together to provide coordinated services. In some programs, such as Family Builders and the Foster Care Program, the therapist and case manager are formally designated as a team. The foster care teams meet regularly to staff cases and work with foster parents to provide support to them. The Family Builders' teams meet monthly with the staff from the Office of Family and Children's Services.

**Howard Community Hospital  
Behavioral Health Services  
3500 S. LaFountain Street  
Kokomo, IN 46902  
765-453-8555  
CEO James Alender**

**Distinguishing Services**

Behavioral Health Services offers an array of mental health services for children of all ages that includes inpatient hospital care for children between the ages of 3 and 18. Services for children with serious emotional problems are provided at locations in both Howard and Clinton counties, although inpatient care is only available in Kokomo.

A year-round partial hospitalization program is offered four hours a day 5 days a week. Children aged 3 to 11 participate in group treatment activities that are designed to help them learn how to manage their serious emotional problems. The partial hospitalization program for adolescents provides group treatment for those with serious emotional disorders, chemical abuse problems, or both SED and substance abuse problems.

The Juvenile Sex Offenders' Program provides long term treatment for adolescent sex offenders. These youth participate in weekly group treatment and also have family treatment for a period of 6 months or longer.

Outpatient services include individual, family and group counseling, including a weekly group for youth with both a serious emotional disorder and a chemical dependency problem. Case management services are provided to children and their families to coordinate access to community services.

**Services for Families**

Families of children on the inpatient are involved in family therapy with a master's level therapist. The partial hospitalization program offers a family night each week to educate families about children's emotional disorders and to engage the families in treatment activities with their children.

Youth in the adolescent sex offender program participate in family therapy in addition to their weekly group treatment with other offenders.

Case manager's work with individual families in their homes to help educate them about their child's emotional problems and effective ways to parent their child.

**Non-Affiliated Psychiatrist**

A child who is under the care of a psychiatrist that is not affiliated with Behavioral Health Services does not typically receive any BHS service.

**Consumer Feedback**

Four times a year during a designated week, each adolescent consumer and parents of children who are receiving services are given the "Client Writes" satisfaction survey to complete. Survey responses are compiled and reviewed by all staff.

**Treatment Teams**

Staff on the inpatient unit has daily treatment team meetings to discuss each patient's treatment. The inpatient treatment includes the psychiatrist, nurse, occupational therapist, master's level therapist and teacher.

For outpatient programs, master's level therapists have primary responsibility for each child's treatment and meet weekly with the psychiatrist and case manager to coordinate each child's care and review treatment progress.

**Life Spring Mental Health Services**  
**207 West 13<sup>th</sup> Street**  
**Jeffersonville, IN 47130**  
**812-283-4491**  
**CEO Dr. Terry Stawar**

**Distinguishing Services**

Life Spring provides an array of outpatient services for children with serious emotional disorders and their families. No inpatient treatment is provided, although referrals can be made for children whose emotional problems require hospitalization.

Through a contract with the Office for Families and Children, home-based services are provided for children with serious emotional problems who are being reunited with their families after out of home placements or to prevent the child's removal from their family. A therapist and a case manager work together to provide intensive services for these children with serious emotional disorders and their families. Home-based treatment often involves working with the child and other family members as needed several times a week.

School-based services are provided for schools in Clark, Floyd, Harrison, and Washington Counties. Students are referred through the Special Education program in each school. Treatment focuses on the student's behavior problems and strives to maintain the student in her or his classroom and prevent residential or special school placement. School-based services also offer assistance to families to help them with issues related to their child's emotional problems.

During the summer months a partial hospitalization program is offered for preschool and elementary age children. The preschool program provides two hours of treatment one day a week to help the child learn such things as how to manage anger, follow rules, get along with others, and so forth. The program for elementary age children provides 4 hours of treatment 4 days a week. It, too, focuses on feelings and healthy ways to express emotions.

**Services for Families**

All families are asked to participate in their child's treatment and most receive family therapy. Most treatment is provided to families, often in the home, rather than treating only the individual child.

Life Spring offers a family support group that meets weekly. It is led by a Life Spring therapist and is open to family members of any child with a serious emotional disorder. A family support group is also offered for families of children with ADHD. The ADHD family group meets monthly and is led by a psychiatrist.

**Non-Affiliated Psychiatrist**

Life Spring doesn't want consumers to be seen by two psychiatrists, but if a consumer already has a psychiatrist that they like who is not affiliated with Life Spring, then Life Spring will work with them to coordinate services.

**Consumer Feedback**

One week each quarter, parents for each child who is receiving services are given the "Client Writes" satisfaction survey to complete. Data are reviewed by the Performance Improvement department and the Performance Improvement Council. The Council uses the survey data to recommend actions that the Executive Management team should take. The most common consumer request in these surveys is for additional services. An example of responding to such feedback was the creation of a play therapy group for preschool children with emotional problems.

**Treatment Teams**

A treatment team in Jeffersonville provides all home-based services. School-based services are provided by treatment teams located in Jeffersonville and Washington. Each county has an outpatient treatment team. All treatment teams meet weekly so that therapists and case managers can review cases with the psychiatrist and team leader.

**Madison Center & Hospital**  
**403 East Madison Street**  
**South Bend, IN 46617**  
**219-234-0061**  
**CEO Jack Roberts**

### **Distinguishing Services**

Madison offers the full continuum of services in one location for children with serious emotional disturbances. This permits them to provide multiple services when needed, and it gives the family seamless services when their child is receiving more than one service.

Madison is committed to maintaining children in the community and uses case management to provide extensive involvement with the child and their family in the family's home and in the child's school. Last year 5 Madison staff members began providing the full array of mental health services at the Penn Schools' Family Resource Center. In the South Bend Schools, a clinician and 2 case managers provide behavioral health services to children in the emotionally handicapped classrooms to help maintain the children in school. Madison also provides mental health services in the Mishawaka schools.

Madison has a 58 bed residential program for children aged 6 – 18. While in residence, the children attend the on-site school. Madison also provides treatment through a special 32 bed unit in the Juvenile Detention Center. All children in both of these residential treatment programs have a case manager that works with the child and family.

Madison has a 20 bed inpatient unit for children and youth who are experiencing an acute problem that endangers themselves or others. This includes beds for those being held for residential placement and a diagnostic unit for the Juvenile Court.

Madison's partial hospitalization program provides treatment 5 days a week for 3 – 5 year old children. Children aged 6 – 12 and 13 – 18 can participate in either a day treatment program or an intensive after school treatment program. Children in all of the partial hospitalization programs have a case manager that works with the child and family. An intensive outpatient addictions program is also offered for youth with substance use problems.

Madison has a contract with the Division of Family and Children to license and train parents for 8 therapeutic foster care homes.

### **Services for Families**

Families are involved in the child's treatment so they can implement ways of responding and managing the child's behavior outside the treatment setting. Families of children and youth in the residential program receive weekly family therapy. Family recreation programs develop the bond between children and their parents and help them learn ways to have fun together instead of watching television. Case managers work with individual families in their homes to aid them to help their child. Parenting programs are also offered

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Madison can receive any services offered by Madison except inpatient treatment. For inpatient treatment, the child needs to be under the care of a Madison Center psychiatrist, if their psychiatrist does not have admitting privileges.

### **Consumer Feedback**

At discharge from the hospital, each child and their parents receive a satisfaction survey. For children receiving outpatient services, the "Client Writes" survey is given to them and their parents during a two week period each quarter. The Associate Director reviews the survey data. Last year, consumer feedback led Madison to change the cafeteria menu to provide food items that the children prefer.

### **Treatment Teams**

Staff works in teams in each area to coordinate a child's treatment. In the inpatient unit, the child's therapist, case manager, and psychiatrist work together. In the partial hospital and residential programs, the child's therapist, case manager, and psychiatrist will meet with the program and school staff to review the child's progress every 30 days. Special staffing are held to address problems that arise in between the monthly reviews. In all other services areas, the child has a primary staff person who meets regularly with all other providers who are also involved with the child, such as the probation officer, teacher, and child welfare worker.



**Midtown Community Mental Health Center**  
**1001 W. 10<sup>th</sup> Street**  
**Indianapolis, IN 46202**  
**317-630-8800**  
**CEO Denny Jones**

### **Distinguishing Services**

Midtown's philosophy regards families as the main treatment providers and Midtown staff as the assistants. To facilitate more family involvement, Midtown increasingly provides community based services. Psychiatric evaluation, medication services, individual and group counseling are available at all Wayne Township elementary schools and 22 Indianapolis schools, including 3 high schools.

The Family Growth Center provides treatment for children and youth of all ages who have been victims of sexual abuse. Both individual and group treatment is provided for children, their parents, and the young perpetrators of sex offenses.

Through grant funding from the Division of Family and Children, Midtown and 3 other mental health centers provide 24 hour a day youth emergency services, such as assessing abuse and providing crisis services.

Through contracts with the Division of Family and Children, Midtown provides family reunification and family preservation services. Both programs provide intensive home-based family services so that the child can be returned home or remain at home and the family can manage the child's emotional problems. Through the DAWN Project, Midtown provides intensive services, including some non-traditional services, to stabilize children with their families and prevent further placements out of the home due to serious emotional problems.

Through the "Back to Home" program, Midtown and other mental health providers, provides short-term, acute services for youth who have run away from home. Services focus on establishing a safe, long term residence for the youth, preferably with their own family.

Midtown provides case management, and emergency psychiatric care for children with serious emotional problems while they are placed at the Guardian Home or are in homeless shelters.

### **Services for Families**

Midtown focuses treatment on the child but also works with the adults in their lives. Family members, including grandparents and other relatives who are involved with the child, are included in the child's treatment because the child's problems are often rooted in the family. Family sessions offer parents information about serious emotional problems and teaches effective ways to respond to their children's emotional problems.

During the child's assessment and treatment planning, Midtown staff tries to find out what treatment parents want for their child and include the parent's preferences in the treatment.

Because Midtown seeks to treat the family as well as the child, sometimes this involves getting parents with serious mental illness connected to adult treatment services.

Midtown offers an anger management group for parents and their children so that the whole family can learn the anger management skills.

A group for parents whose children have been molested meets weekly and is led by 1-2 Midtown therapists. In addition to the weekly therapy sessions, parents are encouraged to have contact with each other outside the group to give support to one another. The group also has social activities.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Midtown can receive any services offered by Midtown except treatment from a Midtown psychiatrist because that would duplicate services.

### **Consumer Feedback**

One week every month a consumer satisfaction survey is given to the parents of all children that receive services during that week. The data is reviewed by the Performance Improvement Committee and the Manager of Child and Adolescent Services.

### **Treatment Teams**

Treatment is coordinated by the staff who is involved in providing services to a child and their family, such as the case manager, therapist, and psychiatrist.

**Northeastern Center  
220 South Main  
Kendallville, IN 46755  
219-347-2453  
CEO Jerry Hollister**

### **Distinguishing Services**

Vision Quest provides day treatment for children between the ages of 5 and 18 whose serious emotional problems prevent them from being able to participate in regular or emotionally handicapped classrooms. In addition to the day treatment program in Auburn and LaGrange, Vision Quest offers an after school treatment program twice a week. Vision Quest provides a summer program for children with serious emotional problems to help them develop emotional control and skills to enhance their daily functioning. Summer groups for children and teens meet 3 half days a week.

Through the Special Education Co-op, a Northeastern case manager helps students with their emotional problems so they can remain in school. Children with serious emotional problems and their families receive intensive case management services to help families be able to meet the emotional needs of their children and prevent the child's placement out of the home.

Northeastern recruits and trains families to provide therapeutic foster care for children whose families are unable to care for their serious emotional problems. Therapeutic foster care is provided in 4 counties. Northeastern also has a group home with a case manager that helps boys with serious emotional problems whose families are not able to manage their care.

Traditional individual counseling is available for children and youth at offices in Angola, Auburn, Kendallville, Ligonier, and LaGrange. These offices also offer several social skills groups for girls and boys of various ages that meet weekly after school.

Adolescent Behavioral Adjustment groups are offered in Auburn and Angola. These groups meet weekly for several weeks to help youth develop responsible behavior at home, school, and in the community.

In Auburn, an Adolescent Substance Abuse group meets weekly for 10 weeks and provides treatment for youth that have alcohol and drug problems.

### **Services for Families**

Northeastern offers a 15 week parenting class to help parents develop effective responses to their child's emotional and behavioral problems. A group for fathers works with men to become more involved with their children.

### **Non-Affiliated Psychiatrist**

Children under the care of a psychiatrist that is not affiliated with Northeastern Center can receive any mental health service that Northeastern offers as long as the child has an annual evaluation by a Northeastern psychiatrist to ensure that appropriate medical oversight of care is maintained.

### **Consumer Feedback**

Once a year children are given a consumer satisfaction survey by their case manager. Staff assistance is available to help children who need assistance to complete the survey. The data is reviewed by staff managers and the NEC Board of Directors. The NEC newsletters and annual report also publish consumer feedback.

### **Treatment Teams**

Staff in residential service work as a team to coordinate services for the adolescent male residents of the group home. The group home staff, therapist, nurse, child psychologist, and child psychiatrist meet weekly to staff cases and plan each child's treatment.

Similarly staff in the Vision Quest program meet weekly to review cases and coordinate treatment. The Vision Quest team includes a case manager, child therapist, family therapist, teacher, nurse, child psychologist and child psychiatrist.

**Oaklawn**  
**2600 Oakland Avenue**  
**Elkhart, IN 46517**  
**219-533-1234**  
**CEO Harold C. Loewen**

### **Distinguishing Services**

Oaklawn provides a full array of inpatient and outpatient services for children with serious emotional problems. There are 5 child and adolescent psychiatrists on the staff which distinguishes Oaklawn from most providers. A subacute program treats children during transition from the inpatient unit to outpatient services. Oaklawn offers residential services that include units for children, youth, and adolescent sex perpetrators.

Through a joint program with Child Abuse Prevention Services, Oaklawn provides a therapeutic preschool program for 3-5 year olds and a follow-up group that meets twice a week. Home-based case management is also provided for the children and their families. The Intensive Outpatient Program provides daily after school treatment for youth with SED at the Elkhart and Goshen offices. Adolescents with substance use problems participate in an intensive outpatient group 3 evenings a week in Goshen.

The Student Assistance Program is provided at Concord High School, Elkhart and Middlebury Community Schools. It provides crisis intervention as well as 8-10 support groups per school to assist children in areas such as anger, body image, substance abuse, and coping with divorce.

Wrap Around services seeks to prevent out of home placements by using family and informal caregivers and building on strengths. Oaklawn staff facilitates the family's getting services needed to stabilize and support the child and family.

Through a contract with OFC, Oaklawn licenses foster homes and recruits and trains foster parents. Oaklawn is licensed to recruit and train therapeutic foster care providers for children whose families are unable to care for their emotional problems. A case manager aids the child and both families to meet the child's needs and reunify the family.

Oaklawn provides assertive case management to reunify families whose children have been removed and does home studies for special needs adoptions and works with the adopting family .

### **Services for Families**

Oaklawn staff believes that the best way to treat children and adolescents with serious emotional problems is to have the family involved in the change process. Treatment assists family members to build on individual and family strengths that benefit the entire family.

Wrap Around Services provides mentoring for families and engages informal caregivers in supporting the family to meet the child's emotional needs and maintain the child in the home.

Oaklawn staff lead a group called, "Parenting Matters" every other month to educate parents about child development and discipline.

Oaklawn also offers a support group for families that adopt a child with special needs.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Oaklawn can receive any services offered by Oaklawn for children and adolescents.

### **Consumer Feedback**

On the inpatient unit, consumer feedback is gathered from parents and youth at the time of discharge. Oaklawn gathers quarterly feedback from adolescents and parents of children receiving outpatient services by using the "Client Writes" survey. Due to concerns about low response rates, volunteers now encourage people to complete the survey and provide refreshments while they fill it out. Survey responses are reviewed by the child and adolescent team. Due to consumer feedback last year, dietary changes were made on the inpatient and residential units to make it more 'kid friendly.'

### **Treatment Teams**

The family intervention team is comprised of the psychiatrist, nurses, psychologist, therapists and case managers. There are 4 staffing groups within this team that staff cases weekly with a psychiatrist.

The Wraparound Services team includes the team leader and 7 facilitators that meet weekly with one of the child psychiatrists to staff cases.

The Therapeutic Foster Care team, Assertive Community Treatment team, and Special Needs Adoptions team each meet weekly to discuss cases and treatment plans.

**Park Center  
909 East State Boulevard  
Fort Wayne, IN 46805  
219-481-2721  
CEO Paul Wilson**

### **Distinguishing Services**

Park Center collaborates with the Fort Wayne Schools to operate the Family Education Center for students unable to function in Special Education classrooms in elementary schools. The children attend the Family Education Center 5 days a week, and they receive a half day of therapy and a half day of education. Case managers also provide home-based services for the children and their families.

The Placement Diversion Program provides community-based services through a contract with the Allen County Office for Family and Children. Children are assessed to determine whether they need high, medium, or low intensity services to treat their emotional problems. Services are provided in the home and school to stabilize the families and maintain the child with their family.

Residential services include three group homes for adolescents whose families are unable to care for them. The "Alternative Family and Children's" program offers foster care for children whose emotional problems interfere with their families' capacity to care for them.

### **Services for Families**

Park Center reports that family members almost always participate during a child's intake and assessment and are always involved in treatment. Intervention is done with the family, not just the child, and therapists and case managers work with the child and the family in the family's home. Each group home and the Family Education Center have a monthly family night.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist who is not affiliated with Park Center may receive services.

### **Consumer Feedback**

Consumer satisfaction surveys are conducted through telephone calls to parents of children who received services the previous year. Survey data are reviewed by the department managers and the Quality Improvement department.

### **Treatment Teams**

Each service area, such as the Placement Diversion Program, Outpatient, Group Homes, and Family Education Center, has their own treatment team that meets weekly to review cases and plan treatment. A team usually includes the case managers and therapists for that program area, and when feasible, the psychiatrist attends each team's weekly meeting to staff cases. Once a month, a cross-discipline team meeting is held so that members from all teams can meet together to discuss the more complex cases.

**Porter Starke Services**  
**601 Wall Street**  
**Valparaiso, IN 46383**  
**219-531-3500**  
**CEO David Lomaka**

### **Distinguishing Services**

ACT, the day treatment program, provides 3 hours of education and 4 hours of group therapy 5 days a week for children whose emotional and behavioral problems interfere with their functioning in the classroom. Children, K – 12, are referred primarily by special education teachers. Day treatment focuses on helping children develop inner discipline so they can manage their behavior when they leave the program. Case management services are also provided for children in the day treatment program and their families.

In addition to ACT, a summer day treatment program is offered for the East Chicago middle and high schools at the Highland office. It provides 6.5 hours of treatment 5 days a week for 9 weeks and offers structured activities that help children with emotional, behavioral, and/or educational challenges learn social and daily living skills.

Passages provide intensive group treatment for children with emotional problems who need 2 to 4 hours of treatment up to 5 days a week. Passages is offered in Porter and Lake counties and treats children from kindergarten through grade 12.

Residential services are provided for boys through the Bridges group home in Valparaiso. Boys, aged 11-18, are placed in the group home because their families cannot manage their serious emotional problems. While in the group home, the boys attend a school operated by Porter Starke. The boys and their families also receive case management services.

Case managers work with children and their families in their homes to help the parents develop consistent discipline and link the families with community resources. Case management services are provided for all children in the day treatment program, the boys in the Bridges group home, and other families of children with emotional problems.

The Daily Living Support program is an adjunct to case management services. DLS gives one to one attention outside of the school to help children with SED develop social skills and activities of daily living that are needed to function in the community.

### **Services for Families**

All families with a child in either the day treatment program or group home are required to participate with their child in family therapy.

The group home provides a family group that meets weekly. A masters-level therapist leads the family group and facilitates the discussion of issues that face the families of children with serious emotional problems.

The day treatment program offers family days about three times a year. Families participate in educational and therapeutic activities with their children during family days.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist who is not affiliated with Porter Starke can receive services, but it is more difficult to coordinate treatment.

### **Consumer Feedback**

Porter Starke has been distributing the Mental Health Corporation of America's consumer satisfaction survey four times a year to every client who is receiving services. They plan to change the distribution of the survey so that parents of children who are receiving services will be given the survey to complete. The CEO and the executive team review survey responses and report to the Board of Directors quarterly.

### **Treatment Teams**

Clinical staff are organized into teams with one residential team, 2 day treatment teams that include Passages staff, and a case management team that includes the Daily Living Support staff. All teams include the therapists and case managers who provide services. The residential and day treatment teams also include teachers, behavioral specialists, and nurses. Each team meets weekly for a clinical staffing with the supervising psychiatrist and director of Children's Services.

**Quinco Behavioral Health Systems  
1455 N. National Road  
Columbus, IN 47201  
812-379-2341  
CEO Dr. Robert Williams**

**Distinguishing Services**

Home-based services make it possible to keep many children with serious emotional problems at home and in school while treatment is carried out. Providing treatment in the home also makes it possible to engage families as well as the child in treatment.

School-based services are provided for pre-kindergarten students with emotional problems in Bartholomew County and students at elementary schools in Bartholomew, Jefferson, and Jennings' counties. Quinco staff also provide mental health services for at-risk students at the Jefferson Education Center which is an alternative high school in Bartholomew County.

A partial hospitalization program is offered in Columbus for children, aged 5-11, whose emotional problems interfere with their presence in school. Intensive day treatment groups meet all day Monday through Friday and provide both therapeutic and educational activities in Quinco's alternative school program, called Quest.

The Intensive Outpatient Program that provided treatment for adolescents at the Reunion office in Columbus has been replaced by groups that are offered several times a week, including some that address substance abuse problems.

Fresh Start provides residential services in Columbus. Quinco partners with three other mental health providers to operate Fresh Start. Fresh Start operates group homes for children whose emotional problems cannot be managed while living with their own families.

Outpatient treatment for children and their families is available at all Quinco offices. Case management services are also provided to families in Bartholomew, Brown, Decatur, Jackson, Jefferson, and Jennings' counties.

Children and adolescents who need inpatient treatment are treated by Methodist Hospital through a contract that Quinco has with the hospital.

**Services for Families**

Quinco educates the family about their child's serious emotional disorder during therapy with the family. Quinco has found that a support group for family members is not effective because families are stretched beyond capacity in trying to meet the needs of their family which prevents them from attending a support group.

Quinco provides an educational program for parents that are planning to divorce which is called "Children First." The court often requires parents to complete this program.

**Non-Affiliated Psychiatrist**

The Quinco child psychiatrists provide the direct care and clinical supervision for children and youth in Quest and those who receive home-based case management services. Children who are under the care of a psychiatrist who is not affiliated with Quinco may receive Quinco's outpatient or school-based services.

**Consumer Feedback**

Quinco distributes the MHCA consumer satisfaction survey annually to teen clients and to parents of younger clients. Survey results are compared to the prior year, and they are used to set goals for improving services. Due to consumer feedback, the billing statement was changed so it is easier to read and front desk staff were educated to be able to inform consumers about fees for services. Quinco's Access service also does benefit verification prior to treatment so that consumers know what services are covered by their insurance.

**Treatment Teams**

Social workers and case managers on the child team work to coordinate multiple services for children with serious emotional problems. Generally, the social worker assesses the child's problems and plans the treatment. Case managers implement the treatment plan. Similarly the adolescent team works to coordinate services for youth.

**Saint Margaret Mercy Healthcare**  
**5454 Hohman Avenue**  
**Hammond, IN 46320**  
**219-864-2015**  
**CEO Gene Diamond**

### **Distinguishing Services**

St. Margaret Mercy offers both inpatient and outpatient treatment for children with serious emotional disturbances. They also provide physical healthcare services so families can get all needs met with one provider.

Mental health services provided by St. Margaret Mercy are spiritually based in their Catholic mission. Inpatient care is provided at the hospital in Dyer with separate units for children aged 3 – 11 and adolescents aged 12-18.

Partial hospitalization programs are also offered for children and adolescents whose emotional problems do not require inpatient hospitalization. Intensive day treatment groups are offered for children and adolescents. Groups meet all day Monday through Friday and provide both therapeutic and educational activities.

Residential services are provided at the St. Margaret Mercy hospital in Dyer for teenagers whose families are unable to keep them at home due to the youth's serious emotional problems. Initially youth are housed on a locked unit and after 6 – 9 months, they are transferred to an unlocked unit for 2 – 4 months before returning to live in the community. Residential services include daily therapy and participation in the hospital's accredited special education school that operates year-round.

Intensive case management coordinates the child's care within the St. Margaret Mercy healthcare system and with the child's school and other community agencies.

Outpatient counseling for individuals, families, and groups as well as psychiatric evaluations and medication management are offered at offices in Munster and Hammond. Outpatient groups provide psychoeducation for children and youth on topics such as anger, grief, and co-dependency. Education and treatment for chemical dependency is also offered as an outpatient service.

### **Services for Families**

A family conference usually is held within 24 hours of the initial assessment for children admitted to the inpatient unit. Family therapy is available for all children receiving services in the inpatient, partial, or residential programs as well as through outpatient counseling.

A parenting skills training program is offered for parents to help them develop skills for parenting children with serious emotional problems. A weekly group also offers education and support for family members of persons receiving treatment.

A monthly family group meeting is conducted to provide education and support for families of children with serious emotional problems. Families who are planning to have their child return home after they complete treatment in St. Margaret Mercy's residential program are strongly encouraged to participate in these monthly meetings. Each month a staff member presents information for families about child development, parenting, and resources to assist families in meeting their child's needs.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Saint Margaret Mercy Healthcare can receive any behavioral health service that is offered for children.

### **Consumer Feedback**

At discharge from the inpatient unit, the Press Ganey consumer satisfaction survey is given to each child and her or his parent. They complete and return it as part of the discharge process. Children who are being discharged from the residential unit are given St. Margaret's own satisfaction survey to complete. One week each month, the Press Ganey satisfaction survey is mailed to all families of children that received outpatient services that week.

### **Treatment Teams**

The psychiatrist leads weekly clinical staffing with staff who are providing outpatient services to discuss cases. Daily staffing are led by the psychiatrist with inpatient staff.

**St. Vincent Hospital & Health Care Center**  
**2001 W. 86<sup>th</sup> Street**  
**Indianapolis, IN 46260**  
**317-338-4600**  
**CEO Marsha Casey**

### **Distinguishing Services**

St. Vincent's provides the full continuum of care for children with serious emotional disturbances. Not only are families able to obtain all mental health services from St. Vincent's, they can also get all of their physical health needs met. Thus, families are assured of continuity of care within ONE system.

Last year an inpatient unit was re-opened to provide treatment for children experiencing an acute period of emotional disturbance. Also last year, an additional medication clinic was opened to dispense children's medications once a week.

Partial hospitalization programs are offered for children and adolescents whose emotional problems do not require inpatient hospitalization. Intensive day treatment groups are offered for children and adolescents. Groups meet all day Monday through Friday and provide both therapeutic and educational activities. A partial hospitalization program is also offered for 4 hours after school for children who are able to continue attending school while receiving treatment for their emotional problems. An intensive outpatient program provides treatment 3 times a week for children who do not need the more intensive partial hospitalization services. For adolescents with substance use problems, a chemical dependency partial hospitalization program and intensive outpatient program are available.

Last year, a therapeutic summer day camp was begun. Three weekly camping sessions helped children with serious emotional problems develop social and coping skills.

Residential services are provided for 6-17 year-old children whose families are unable to keep them at home due to the child's serious emotional problems. Residential services include daily therapy and participation in the hospital's accredited special education classroom. Traditional outpatient counseling is available for children and their families. Wellness and educational programs are offered to educate the community about children's mental health problems.

### **Services for Families**

The treatment of the child typically includes some family therapy as well as education to help families understand their child's disorder and to reduce stigma of the child within the family.

Families of children who are receiving intensive services are required to participate in a therapeutic family group. In this group, staff provide families with information about specific emotional disorders and ways to parent children with serious emotional disturbances.

St. Vincent's offers a group for parents of children with obsessive compulsive disorder. Staff lead meetings twice a month and provide education and speakers to help the parents understand their child's disorder and be better able to respond to the needs of their child.

Families are also referred to "Federation of Families," which is a community support group for parents of children with serious emotional disabilities.

### **Non-Affiliated Psychiatrist**

Inpatient and intensive outpatient treatment is under the direction of St. Vincent's medical director. If a child is under the care of a psychiatrist that is not affiliated with St. Vincent's, the St. Vincent's psychiatrist would work with the outside psychiatrist. The outside psychiatrist could attend their patient's staffing

### **Consumer Feedback**

When the child is discharged from treatment, both the child and the family receive the Press-Ganey consumer satisfaction survey. Results from the completed surveys are reviewed quarterly by staff and changes are made as appropriate.

### **Treatment Teams**

The medical director directs the care of each child and leads all staffing. Weekly staffing are held in both the residential and partial hospital programs to review each child's treatment. Nurses, mental health clinicians, the teacher, and activity therapists meet with the psychiatrist to staff each case. In the Intensive Outpatient Program, each child's treatment is managed by a primary mental health clinician that meets with the psychiatrist weekly to review treatment.



**Samaritan Center  
Knox County Hospital  
515 Bayou Street  
Vincennes, IN 47591  
812-886-6800  
CEO Dr. James Koontz**

### **Distinguishing Services**

Samaritan Center offers an array of inpatient and outpatient services for children with serious emotional disturbances. The inpatient unit provides treatment for children who are experiencing an acute mental health crisis. Through a partnership with the Knox County Special Ed Coop, Samaritan Center provides day treatment for adolescents whose emotional problems prevent them from attending public school classrooms. These adolescents attend the day treatment program 5 days a week instead of attending their usual school. Children in elementary schools throughout the 4 county area who have serious emotional problems participate in an after school outpatient program twice a week. It also provides traditional individual and family counseling and offers several children's groups to help children in areas such as social skills, anger, or coping with attention deficit disorder. Case management, social skills and psychoeducational groups, and counseling for serious emotional problems are also provided for youth in the Cornerstone group homes.

Case manager's work with children and their families in their homes and schools to provide coordinated services for the child's emotional problems. Samaritan Center's nurses also work with students in the schools to monitor the effects of medications.

Wrap around services are provided in Knox County through Step Ahead funding to preserve families that are at risk for having a child removed. Services are developed and coordinated to ensure that families have the supports needed to keep the family together. To achieve a high level of support, nontraditional resources, such as the use of pagers to sustain communication, are often combined with traditional family services.

Youth who are placed in the regional correctional facility are evaluated for medication, and those youth that are detained on delinquency charges are assessed for placement that will be appropriate for their emotional problems.

### **Services for Families**

Case managers often work with children and their families in their own homes to help the whole family deal with the emotional problems. Case managers also keep families involved when children are out of the home in placement.

In the therapeutic process families are educated about serious emotional disturbances in children. Samaritan Center offers a class to educate parents about hyperactivity.

Samaritan Center sponsors a support group for foster parents and worked with the Mental Health Association to establish the "Federation of Families." The "Federation of Families" provides education and support for families with children that have a serious emotional disturbance. They meet twice a month in a Vincennes community building, and a family member leads the group.

### **Non-Affiliated Psychiatrist**

A child who is receiving treatment from a psychiatrist that is not affiliated with the Samaritan Center could be granted permission to receive services at Samaritan Center. No medication would be dispensed and outpatient nursing services would be hard to provide when the child is under the care of an outside psychiatrist.

### **Consumer Feedback**

Once a quarter, the Client Writes consumer satisfaction survey is distributed to older children and to the parents of all children. Survey responses are reviewed by department heads and discussed during team meetings. Consumer feedback led Samaritan to create more privacy for parents who are scheduling appointments and giving information to the receptionist.

### **Treatment Teams**

Treatment staffing are held weekly and led by a board-certified child psychiatrist. Treatment plans are reviewed by staff who are involved with the case, such as therapist, nurse, case manager, activity therapist. The staff person with primary responsibility for the case presents the case in staffing and coordinates the child's services. Representatives from other organizations that are involved with the child, such as the Division of Family and Children, often attend these staffing and participate in the case discussion.

**Southern Hills Counseling Center  
480 Eversman Drive  
Jasper, IN 47547-0769  
812-482-3020  
CEO Don Aronoff**

**Distinguishing Services**

Southern Hills has counselors and case managers who provide outpatient services to children who have serious emotional problems. SHCC works with the Dubois/Spencer/Perry Exceptional Children's Cooperative that serves students from 9 school corporations in 3 counties. SHCC also provides services through the South Central Area Special Ed Cooperative, which serves students from 6 school corporations in 2 counties. Case managers and counselors provide mental health services in both the schools and the homes of the children being treated, working with both the children and their parents. Southern Hills staff meets with school personnel to aid in the development of Individualized Educational Programs.

Southern Hills also works as part of a team that includes representatives from schools, courts, and county Offices of Family and Children Services. This team seeks to provide comprehensive services to children with serious emotional disorders who are at risk of being placed out of their homes or have already been removed from their families. Through intensive services, the team seeks to maintain – or reunite – the child with her or his family. Crisis services can also be provided.

Southern Hills offers a summer program for children with ADHD, which meets four hours a day, five days a week, for 1-2 weeks. Southern Hills also offers a weekly after school group for children with ADHD, which meets two hours, one day a week. Transportation is provided by Southern Hills.

In addition, Southern Hills maintains contracts with several local Offices of Family and Children Services to provide counseling and homemaker services for families. Homemakers in Dubois County provide supervision of visitation between families and their children who have been placed out of the home.

**Services for Families**

Southern Hills reported that parents are involved along with their children in the process of setting goals for treatment.

Case managers go to the homes of the children who have serious emotional problems to provide help with parenting and to address the child's behavioral issues at home.

During the summer camp for children with ADHD, the Southern Hills' psychiatrist meets with the families.

**Non-Affiliated Psychiatrist**

Southern Hills does not normally provide services to children who are under the care of a psychiatrist that is not affiliated with Southern Hills. Treatment involves a constellation of services that must be integrated. Such integration requires the active participation of the psychiatrist, which usually does not occur with an outside psychiatrist.

**Consumer Feedback**

One month each year all consumers who receive services are given a satisfaction survey to complete. In addition to this annual survey, 15 percent of consumers who have completed treatment are contacted by telephone and asked the survey questions. Consumer satisfaction data is also solicited by telephone from 15 percent of those persons who have called the after hours emergency line. Survey data are reviewed by the clinic managers, the program director, and the CEO. Consumer feedback led them to add signs in the waiting room advising people who have been waiting more than 10 minutes to inform the receptionist.

**Treatment Teams**

Southern Hills has divided staff into three geographical units. Each unit has a Diagnostic Staffing and Treatment Review meeting once a week which is led by the psychiatrist.

**Southlake Center for Mental Health**  
**8555 Taft Street**  
**Merrillville, IN 46410**  
**219-769-4005**  
**CEO Lee Strawhun**

### **Distinguishing Services**

Southlake offers an array of outpatient services for children and youth who are experiencing serious emotional disturbances. Because they also offer a full array of mental health and addictions services for adults, families can obtain all the services that children and adults need from one provider.

Children receive treatment from a psychiatrist whose specialty is children. Families and children who speak Spanish can receive treatment from a bilingual psychologist or psychiatrist.

A partial hospitalization program is offered in Hobart for children and adolescents that need treatment 5 days per week. Each day the child receives 2 hours of education and 6 hours of therapy. Outpatient services are available for children and their families at locations in Merrillville, Hobart, Schererville, and Century.

Adolescents who have both a serious emotional disturbance and a substance abuse problem are treated for both conditions simultaneously.

Through a contract with the Division of Families and Children, Southlake staff provide long-term intensive family therapy with families at high risk of abuse. Family therapy is provided in the home by licensed psychologists and social workers. Case manager's work with families to secure other services to help the family get their needs met. This 'placement diversion' program reports an 80 percent success rate in preventing children from being removed from their homes.

Southlake staff also provide behavioral health services to children and their parents in the Head Start program. Case managers monitor and advocate for children with an emotional handicap.

Last year, Southlake began offering family therapy to those persons who adopt a child through the Division of Families and Children.

### **Services for Families**

Southlake has a strong family orientation and seeks much family involvement in the treatment process. A parenting group provides psychoeducation about parenting children with emotional and behavioral problems. Families are often involved in family therapy, and treatment addresses effective ways to parent a child with an emotional disability. Treatment is seldom provided only for the child unless no family remains available. Southlake reports that the success of children in treatment decreases when families are not involved in the treatment.

### **Non-Affiliated Psychiatrist**

Children who are receiving treatment from a psychiatrist that is not affiliated with Southlake can still receive all of Southlake's services. Services would be coordinated with the outside psychiatrist to prevent duplication of psychiatric services.

### **Consumer Feedback**

Parents or guardians of children who are receiving services complete the "Client Writes" satisfaction survey every six months. Surveys are completed anonymously. Management meetings review the consumer feedback and address the issues identified in the consumer satisfaction surveys.

### **Treatment Teams**

Staff in the day treatment program work as a team in planning and coordinating services. Staff in the Placement Diversion program also work as a team in providing services to children and their families who have been referred by the Division of Families and Children due to incest or abuse. Case managers and therapists usually work together in monitoring and advocating with the schools for the needs of emotionally handicapped clients. In any case where multiple staff are involved in treating children, they work together to coordinate services.

**Southwestern Indiana Mental Health Cntr**  
**415 Mulberry Street**  
**Evansville, IN 47713**  
**812-423-7791**  
**CEO John Browning**

### **Distinguishing Services**

The youth day treatment program is offered in cooperation with the Evansville-Vanderburgh School Corporation for children aged 6 – 12. Day treatment includes both education and group therapy 5 days a week for children who meet the Special Education guidelines and whose emotional and behavioral problems interfere with their functioning in the classroom. During the summer, children with serious emotional problems can participate in the day treatment program that meets during normal school hours. Therapy and case management services are also provided for individual children in the day treatment program and their families.

The Alternative Families for Children program provides therapeutic foster care for children who have been removed from their families by the Office of Family and Children due to the family's being unable to manage the child's serious emotional and behavioral problems. These children have often had several placements away from their families, so case management strives to get all service providers working together toward a common goal for the child.

Case management services are also offered to children with serious emotional problems who are not in the day treatment or Alternative Families for Children programs. Case management focuses on connecting children and their families to community resources.

Outpatient services include individual, family, and group treatment. For example, a group is offered for children that have been acting out sexually and another group helps children with serious emotional problems develop social skills. Adolescent groups are provided for substance abusers and sex offenders.

Mental health consultation is provided at one Evansville elementary school for families of children with emotional and behavioral problems. Southwestern provides treatment for children whose mothers are in the YWCA domestic violence program.

### **Services for Families**

Family therapy is available for all families of children who are in the day treatment program. Outpatient counseling services are mostly focused on the whole family, because children don't get well in a vacuum.

### **Non-Affiliated Psychiatrist**

Services are only available to those children who are under the care of a psychiatrist who is affiliated with Southwestern.

### **Consumer Feedback**

Once a year brief satisfaction surveys are distributed to parents of patients through the program(s) in which the children participated. Results from this survey are reviewed by the Director of Services for Children and Adolescents. Feedback is also collected from a sample of new patients through a survey that is distributed one month after treatment began. In response to patient feedback, staff now wear name tags.

### **Treatment Teams**

Patient care monitoring occurs weekly at all service sites and treatment issues and patient progress is reviewed.

The Alternative Families for Children team meets weekly to plan treatment for children in therapeutic foster care, because these children and their families have complex problems and require many services that need to be coordinated toward common goals.

**Swanson Center**  
**450 St. John Road – Suite 501**  
**Michigan City, Indiana 46360**  
**219-879-4621**  
**CEO Jane Strzelecki**

### **Distinguishing Services**

The Swanson Center provides an array of outpatient services for children with serious emotional problems and their families. Traditional outpatient counseling for children and families is available at both the Michigan City and La Porte offices.

Ventures provides intensive day treatment for children and adolescents who have serious emotional problems. Children, aged 8 – 18, receive individual and group therapy as well as education from 8:30 am – 2 PM each day. Most children are referred to Ventures by school officials due to the child's inability to manage her or his classroom behavior. Case management and family therapy are also provided to the families of children in Ventures.

Through a contract with the Office of Family and Children, intensive case management (ICM) services are provided for children with serious emotional problems. Each child has a case manager and a therapist who work together in planning and carrying out treatment. Each case manager works with 9 families so they can have frequent contact and focus on helping families develop better structure for their children. One ICM staff person is available 24 hours a day to respond to the emergency needs of these families.

### **Services for Families**

Swanson staff believe that families need to be actively involved in treatment with their child. Staff try to educate parents and siblings about the child's emotional problems so they can better understand the behavior that results from the emotional disorder. Families receive daily reports on their child's activities in the Ventures' day treatment program.

Ventures holds a monthly open house to help inform families about this treatment program and give families a chance to meet each other.

Families are also informed about the family group offered by the Mental Health Association.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Swanson can receive any services that Swanson Center offers.

### **Consumer Feedback**

Parents of children who are receiving services are given the Berry survey each quarter and asked to complete it. Survey data are reviewed by the CEO and the Quality Improvement staff group, and they use the feedback to make program improvements.

### **Treatment Teams**

The intensive case management team that works with families referred by the Office of Family and Children includes 5 case managers and 2 therapists. The ICM team meets weekly with the Chief of Clinical Operations to discuss cases. The team also confers with the psychiatrist and together decisions are made on medications and treatment.

**Tri City Community Mental Health**  
**3903 Indianapolis Boulevard**  
**East Chicago, IN 46312**  
**219-398-7050**  
**CEO Robert Krumwied**

### **Distinguishing Services**

Tri City provides an array of outpatient services for children with serious emotional problems and their families. Traditional outpatient counseling for children and families is available at both the East Chicago and Highland offices.

Rose Academy provides intensive day treatment for children and adolescents who have serious emotional problems. Children receive therapy and education from 8:30 am – 3 PM each day in the Rose Academy.

12 therapists and 1 case manager work with children in 16 Hammond Schools. Services are provided to students in emotionally handicapped classrooms and at risk children to help them with their emotional and behavioral problems. For 5 weeks during the summer, Tri City partners with the schools to offer a half day program for children with serious emotional problems. Through Project Learn, Tri City provides a therapist to help high school students that have several serious emotional problems be able to succeed in school.

Family Preservation is provided through a contract with Mishawaka Children's Campus. Therapists provide family treatment to help the child and parent resolve emotional problems.

Tri City is developing a therapeutic foster care program for children whose emotional problems are too serious for them to continue living with their families. They are recruiting and training families that will provide therapeutic foster care.

No residential care is provided by Tri City but is available through other mental health providers in the Geminus network. No inpatient care is provided for children and youth, but referrals for inpatient care are made to Methodist Hospital in Gary.

### **Services for Families**

Tri City offers psychoeducational groups for parents at Rose Academy and at public schools on such topics as ADHD or adolescent depression. Transportation is offered to parents who don't have their own transportation.

Tri City tries to engage families in their child's treatment by arranging appointments at schools that coincide with a school function.

Tri City partners with the Mental Health Association to provide the "Federation of Families" program in several community facilities, such as libraries. The Federation of Families is a support group for families that have a child with serious emotional problems.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with Tri City can receive Tri City services after the outside psychiatrist has provided a release of information. All services are supervised by the Tri City psychiatrist.

### **Consumer Feedback**

The "Client Writes" consumer satisfaction survey is distributed to parents and guardians twice a year. The last survey was distributed by mail and about 10% of the surveys were completed and returned. Results from the Client Writes survey are reviewed by the program directors, executive staff, and the Program and Community Relations Committee of the Board of Directors.

### **Treatment Teams**

Staff in the Rose Academy meet weekly to staff cases with the psychiatrist. The therapists and case manager work together to provide services to emotionally handicapped students in the Hammond Schools.

**The Villages of Indiana**  
**652 North Girls School Road, Ste 240**  
**Indianapolis, IN 46214-3662**  
**317-273-7575**  
**CEO Sharon Pierce**

### **Distinguishing Services**

The Villages seeks funding from multiple sources to support services to meet the complex needs of children with serious emotional disturbances and their families.

The Villages provides residential care for children with serious emotional problems through group homes in both Evansville and Indianapolis. These group homes follow the Menninger family model and seek to prepare the child to return to their family home and prevent the child from being placed in an institution.

In addition to group homes, therapeutic foster care is provided for children whose families are unable to care for them due to their serious emotional problems. The Villages offers 350 foster homes throughout the state and treatment seeks to maintain the child's connection with their family during the foster home placement.

Most children who are receiving services remain with their families and services are provided in the home to strengthen the family's ways of responding to the child and prevent the child's separation from the family.

The Villages has increased their focus on early childhood and the support parents need to meet the emotional needs of their children during their earliest years. A childcare center opened last year that provides care from 6:00 am to 6:30 PM for children from birth to age 5, including children with special needs, such as autism.

Older adolescents receive services to prepare them for living independently when they become 18. Services focus on developing the skills to be able to manage living in one's own apartment.

The Villages provides Healthy Families' services in Brown, Decatur, Jackson, Hancock, Lake, and Lawrence counties. Through home visits, support is provided for first time parents during the child's first 3 years. Supportive services help new parents learn to care for the needs of their children and insure the health and well-being of both the child and the parent.

### **Services for Families**

The Villages seeks to involve families in treatment because children return to their families, and families must be reached in order to end the neglect or abuse of children. In addition to family counseling and home-based services for individual families, the group homes offer a family activity once each quarter. A support group is also offered for families that adopt children with special needs.

Parenting education is offered through a series of weekly classes. Classes typically focus on the progression of child development, forms of discipline that teach a child appropriate behavior, and ways that parents can support the child's schooling.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist that is not affiliated with the Villages can receive any service that the Villages offers. The Villages' staff teams with the outside psychiatrist and strives for continuity with existing providers because that is best for children.

### **Consumer Feedback**

A consumer satisfaction survey is mailed out once a year to parents of children and to older children that are receiving services. Survey results are reviewed by the program evaluation director and circulated to the management team so the quality of services can be continuously improved.

Due to feedback last year from the youth, independent living was changed to permit older youth to live in individual apartment units that are well supervised. Case managers work closely with these youth to help them manage to live independently rather than live in a group home.

Feedback from adoptive parents led the Villages to add training on the process of obtaining a subsidy for adopting a child with special needs.

### **Treatment Teams**

Staff from the Villages, such as the social worker and the clinical director, involve the family as part of the team as well as others who are involved with the child, such as the child's teacher, Riley hospital staff, etc. Teleconferencing is often used to facilitate discussion among these persons rather than bringing people together face to face who are scattered in several locations.

**Wabash Valley Hospital  
2900 North River Road  
West Lafayette, IN 47906  
765-463-2555  
CEO Craig Lysinger**

### **Distinguishing Services**

Wabash Valley offers an extensive array of programs to treat children and adolescents with serious emotional and behavioral problems.

Home-based case management is provided for families throughout the 9 counties surrounding Lafayette. Therapeutic foster care is also offered for children needing out of home care. Last year, Wabash Valley added a transitional case management program for 16-21 year old youth with chronic mental health problems to help sustain their treatment as they transition to receiving adult mental health care.

The Learning Center offers day treatment for elementary and middle school students who need intensive help for their serious emotional and behavioral problems. The Learning Center offers education and counseling 5 days a week mainly for students in Tippecanoe County.

Wabash Valley partners with 22 school corporations to provide mental health services for children in classes for emotionally handicapped students. They also offer groups at Tippecanoe County middle schools for students who are experiencing emotional or behavioral difficulties.

The hospital provides 24 hour supervised residential services for children and youth whose emotional and behavioral problems require long term residential treatment. An intensive outpatient program is also offered during the day at the hospital for older teenagers who are living in the community, but whose persistent and serious emotional problems prevent them from attending a public school.

### **Services for Families**

Wabash Valley views family involvement in treatment as essential. Families receive information about children's emotional disabilities in individual therapy sessions, as well as through handouts that are given to parents. Parents of children in residential placements who are court-ordered must participate in family therapy.

The Learning Center, which provides intensive day treatment, seeks to involve parents in the treatment process. Last year, Wabash Valley added parenting classes to help increase skills for parents with emotionally disabled children.

Because Wabash Valley also offers services for adults with serious mental illness, mental health services for children of adults with SMI are coordinated with the parent's case manager.

### **Non-Affiliated Psychiatrist**

Children who are under the care of a psychiatrist who is not affiliated with Wabash Valley can receive any service that Wabash Valley offers.

### **Consumer Feedback**

The Mental Health Corporation consumer satisfaction survey is distributed quarterly to parents or guardians of children who are receiving services. Based on consumer feedback and inquiries about "who are you," Wabash Valley developed a document last year that provides information to consumers about services.

### **Treatment Teams**

Clinical staffing are held weekly and include the therapists and child psychiatrist. Case managers also meet together weekly and participate in clinical staffing when their cases are being discussed. Informal collaboration also occurs between a child's therapist and their parent's therapist to coordinate services.